

In the claims:

1. (Currently Amended) A method of processing calls in a call processing center of an organization that processes processing calls in support of enterprise activities of an the organization, such method comprising the steps of:

the call center receiving a first call and assigning
the first call to a live agent;

receiving a query about the enterprise activities of
the organization from a caller during a second call through
the call center of the organization;

translating the query into voice extensible mark-up
language;

forming an answer to the translated query within an
artificial intelligence engine of the call center; and

the call center providing the determined answer to the
caller.

2. (Original) The method of processing calls in the call processing center as in claim 1 further comprising receiving the query through a switched circuit connection.

3. (Original) The method of processing calls in the call processing center as in claim 2 wherein the step of receiving the query through the switched circuit connection further comprises recognizing spoken words of the caller.

4. (Original) The method of processing calls in the call processing center as in claim 1 wherein the step of providing the determined answer to the caller further comprises converting the provided answer into extensible mark-up language.

5. (Original) The method of processing calls in the call processing center as in claim 4 wherein the step of translating the provided answer into extensible mark-up language further comprises generating audible speech.

6. (Original) The method of processing calls in the call processing center as in claim 1 wherein the step of receiving the query further comprises detecting the query within an html document.

7. (Original) The method of processing calls in the call processing center as in claim 1 wherein the step of receiving the query further comprises detecting the query within an e-mail.

8. (Currently Amended) An apparatus for processing calls in a call processing center of an organization that processes processing calls in support of enterprise activities of the organization, such apparatus comprising:

means within the call center for receiving a first call and assigning the first call to a live agent;

means for receiving a query about the enterprise activities of the organization from a caller during a second call through the call center of the organization;

means for translating the query into voice extensible mark-up language;

means for forming an answer to the translated query within an artificial intelligence engine of the call center; and

means within the call center for providing the determined answer to the caller.

9. (Original) The apparatus for processing calls in the call processing center as in claim 8 further comprising means for receiving the query through a switched circuit connection.

10. (Original) The apparatus for processing calls in the call processing center as in claim 9 wherein the means for receiving the query through the switched circuit connection further comprises means for recognizing spoken words of the caller.

11. (Original) The apparatus for processing calls in the call processing center as in claim 8 wherein the means for providing the determined answer to the caller further comprises means for converting the provided answer into extensible mark-up language.

12. (Original) The apparatus for processing calls in the call processing center as in claim 11 wherein the means for translating the provided answer into extensible mark-up language further comprises means for generating audible speech.

13. (Original) The apparatus for processing calls in the call processing center as in claim 8 wherein the means for receiving the query further comprises means for detecting the query within an html document.

14. (Original) The apparatus for processing calls in the call processing center as in claim 8 wherein the means for receiving the query further comprises means for detecting the query within an e-mail.

15. (Currently Amended) An apparatus for processing calls in a call processing center of an organization that processes processing calls in support of enterprise activities of the an organization, such apparatus comprising:

an agent station of the call center that receives a first call and where the first call is handled by a live agent;

a voice extensible mark-up language interpreter of the call center adapted to translate a query about the enterprise activities of the organization from a caller during a second call into voice extensible mark-up language;

an artificial intelligence engine of the call center adapted to form an answer to the translated query within an artificial intelligence engine; and

a speech synthesizer of the call center adapted to provide the determined answer to the caller.

16. (Original) The apparatus for processing calls in the call processing center as in claim 15 further comprising a switched circuit connection adapted to receive the query.

17. (Original) The apparatus for processing calls in the call processing center as in claim 15 wherein the means for receiving the query further comprises means for detecting the query within an html document.

18. (Original) The apparatus for processing calls in the call processing center as in claim 15 further comprising a speech recognition application adapted to recognize spoken words of the caller.

19. (Original) The apparatus for processing calls in the call processing center as in claim 15 wherein the means for receiving the query further comprises a web site adapted to detect the query within an e-mail.

20. (Currently Amended) A method of processing calls in a call processing center of an organization, such method comprising the steps of:

an agent terminal adapted to allow a first call to be handled by a live agent;

the call center of the organization receiving a text-based question from a caller during a second call;

converting the text-based question into a metaprogramming language understood by an artificial intelligence engine of the call center;

determining an answer to the question within the artificial intelligence engine;

the call center providing the determined answer to the caller.

21. (Currently Amended) A method of processing calls in a call processing center of an organization, such method comprising the steps of:

the call processing center receiving a first call and assigning the call to a live agent;

providing an artificial intelligence engine within the
call center that has a database of customer products;
the call center receiving a text-based question about
a customer product from a caller during a second call;
converting the text-based question into a metalanguage
understood by an the artificial intelligence engine;
determining an answer to the question within the
artificial intelligence engine;
the call center providing the determined answer to the
caller.